

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Provider Number	Nursing Home Name	Street
305005	GREENBRIAR TERRACE HEALTHCARE	55 HARRIS ROAD
305005	GREENBRIAR TERRACE HEALTHCARE	55 HARRIS ROAD
305016	HAVENWOOD-HERITAGE HEIGHTS	33 CHRISTIAN AVENUE
305016	HAVENWOOD-HERITAGE HEIGHTS	33 CHRISTIAN AVENUE
305016	HAVENWOOD-HERITAGE HEIGHTS	33 CHRISTIAN AVENUE
305016	HAVENWOOD-HERITAGE HEIGHTS	33 CHRISTIAN AVENUE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

City	State	Zip Code	Phone
NASHUA	NH	03062	(603) 888-1573
NASHUA	NH	03062	(603) 888-1573
CONCORD	NH	03301	(603) 224-5363
CONCORD	NH	03301	(603) 224-5363
CONCORD	NH	03301	(603) 224-5363
CONCORD	NH	03301	(603) 224-5363
DOVER	NH	03820	(603) 742-2676
DOVER	NH	03820	(603) 742-2676

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Survey Date	Date of Correction
04/03/2008	05/12/2008
04/03/2008	05/12/2008
08/18/2010	09/30/2010
08/18/2010	09/30/2010
08/18/2010	09/30/2010
08/18/2010	09/30/2010
04/10/2008	05/09/2008
04/10/2008	05/09/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Deficiency Type	Deficiency Category
Health	Quality Care Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Deficiency	Scope	Level of Harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

04/10/2008

05/09/2008

04/10/2008

05/09/2008

04/10/2008

05/09/2008

06/25/2008

06/30/2008

06/25/2008

06/30/2008

06/25/2008

06/30/2008

06/25/2008

06/30/2008

06/25/2008

06/30/2008

06/25/2008

06/30/2008

06/25/2008

06/30/2008

09/16/2008

10/22/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Widespread	Immediate jeopardy to resident health or safety
Choose a doctor to be the medical director.	Widespread	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Widespread	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Widespread	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Make sure that doctors visit residents regularly, as required.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Widespread	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Widespread	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
--------	---	-----------------

305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
--------	---	-----------------

305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
--------	---	-----------------

305018	DOVER REHABILITATION AND LIVING CENTER	307 PLAZA DRIVE
--------	---	-----------------

305020	HANOVER TERRACE HEALTHCARE	49 LYME ROAD
--------	----------------------------	--------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-2676
-------	----	-------	----------------

HANOVER	NH	03755	(603) 643-2854
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

09/16/2008

10/22/2008

09/16/2008

10/22/2008

09/16/2008

10/22/2008

09/16/2008

10/22/2008

12/30/2008

02/03/2009

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy,	Pattern	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305020	HANOVER TERRACE HEALTHCARE	49 LYME ROAD
--------	----------------------------	--------------

305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
--------	--------------------	-----------------

305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
--------	--------------------	-----------------

305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
--------	--------------------	-----------------

305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
--------	--------------------	-----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

HANOVER	NH	03755	(603) 643-2854
---------	----	-------	----------------

NEW LONDON	NH	03257	(603) 526-5312
------------	----	-------	----------------

NEW LONDON	NH	03257	(603) 526-5312
------------	----	-------	----------------

NEW LONDON	NH	03257	(603) 526-5312
------------	----	-------	----------------

NEW LONDON	NH	03257	(603) 526-5312
------------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

12/30/2008

02/03/2009

03/18/2010

05/02/2010

03/18/2010

05/02/2010

03/18/2010

05/02/2010

03/18/2010

05/02/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
--------	--------------------	-----------------

305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
--------	--------------------	-----------------

305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
--------	--------------------	-----------------

305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
--------	--------------------	-----------------

305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
--------	--------------------	-----------------

305021	WILLIAM CLOUGH ECU	273 COUNTY ROAD
--------	--------------------	-----------------

305023	TRANSITIONAL CARE CENTER OF WOLFEBORO	240 SOUTH MAIN STREET
--------	--	--------------------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

NEW LONDON	NH	03257	(603) 526-5312
------------	----	-------	----------------

NEW LONDON	NH	03257	(603) 526-5312
------------	----	-------	----------------

NEW LONDON	NH	03257	(603) 526-5312
------------	----	-------	----------------

NEW LONDON	NH	03257	(603) 526-5312
------------	----	-------	----------------

NEW LONDON	NH	03257	(603) 526-5312
------------	----	-------	----------------

NEW LONDON	NH	03257	(603) 526-5312
------------	----	-------	----------------

WOLFEBORO	NH	03894	(603) 569-7500
-----------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

03/18/2010

05/02/2010

03/18/2010

05/02/2010

03/18/2010

05/02/2010

03/18/2010

05/02/2010

03/18/2010

05/02/2010

03/18/2010

05/02/2010

07/15/2010

08/20/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

property.

Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305023	TRANSITIONAL CARE CENTER OF WOLFEBORO	240 SOUTH MAIN STREET
305023	TRANSITIONAL CARE CENTER OF WOLFEBORO	240 SOUTH MAIN STREET
305024	ROCHESTER MANOR	40 WHITEHALL ROAD
305024	ROCHESTER MANOR	40 WHITEHALL ROAD
305024	ROCHESTER MANOR	40 WHITEHALL ROAD
305024	ROCHESTER MANOR	40 WHITEHALL ROAD
305037	COURVILLE AT NASHUA	22 HUNT STREET

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

WOLFEBORO	NH	03894	(603) 569-7500
WOLFEBORO	NH	03894	(603) 569-7500
ROCHESTER	NH	03867	(603) 332-7711
ROCHESTER	NH	03867	(603) 332-7711
ROCHESTER	NH	03867	(603) 332-7711
ROCHESTER	NH	03867	(603) 332-7711
ROCHESTER	NH	03867	(603) 332-7711
NASHUA	NH	03060	(603) 889-5450

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

07/15/2010

08/20/2010

07/15/2010

08/20/2010

01/06/2010

02/05/2010

01/06/2010

02/05/2010

01/06/2010

02/05/2010

01/06/2010

02/05/2010

01/13/2010

02/19/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305037	COURVILLE AT NASHUA	22 HUNT STREET
305037	COURVILLE AT NASHUA	22 HUNT STREET
305037	COURVILLE AT NASHUA	22 HUNT STREET
305037	COURVILLE AT NASHUA	22 HUNT STREET
305037	COURVILLE AT NASHUA	22 HUNT STREET
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

NASHUA	NH	03060	(603) 889-5450
--------	----	-------	----------------

NASHUA	NH	03060	(603) 889-5450
--------	----	-------	----------------

NASHUA	NH	03060	(603) 889-5450
--------	----	-------	----------------

NASHUA	NH	03060	(603) 889-5450
--------	----	-------	----------------

NASHUA	NH	03060	(603) 889-5450
--------	----	-------	----------------

DERRY	NH	03038	(603) 434-1566
-------	----	-------	----------------

DERRY	NH	03038	(603) 434-1566
-------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

01/13/2010

02/19/2010

01/13/2010

02/19/2010

01/13/2010

02/19/2010

01/13/2010

02/19/2010

01/13/2010

02/19/2010

08/07/2008

09/15/2008

08/07/2008

09/15/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Pattern	Potential for minimal harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566
DERRY	NH	03038	(603) 434-1566

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

10/14/2009

01/07/2010

10/14/2009

01/07/2010

10/14/2009

11/25/2009

10/14/2009

01/07/2010

10/14/2009

11/25/2009

10/14/2009

11/25/2009

10/14/2009

11/25/2009

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
Do a new assessment after any major change in a resident's physical or mental health.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan	Isolated	Minimal harm or potential for actual

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305039	PLEASANT VALLEY NURSING CENTER	8 PEABODY ROAD
305040	LACONIA CENTER, GENESIS HEALTHCARE	175 BLUEBERRY LANE
305040	LACONIA CENTER, GENESIS HEALTHCARE	175 BLUEBERRY LANE

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

DERRY	NH	03038	(603) 434-1566
-------	----	-------	----------------

DERRY	NH	03038	(603) 434-1566
-------	----	-------	----------------

DERRY	NH	03038	(603) 434-1566
-------	----	-------	----------------

DERRY	NH	03038	(603) 434-1566
-------	----	-------	----------------

DERRY	NH	03038	(603) 434-1566
-------	----	-------	----------------

LACONIA	NH	03246	(603) 524-3340
---------	----	-------	----------------

LACONIA	NH	03246	(603) 524-3340
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

10/14/2009	11/25/2009
01/13/2011	02/08/2011
01/13/2011	02/08/2011
01/13/2011	02/08/2011
01/13/2011	02/08/2011
04/08/2010	05/07/2010
04/08/2010	05/07/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

that meets all of a resident's needs, with timetables and actions that can be measured.		harm
Electronically record and report resident status assessments in a timely manner as required in order to monitor resident health and progress.	Pattern	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid	Isolated	Minimal harm or potential for actual

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305044	GOLDEN VIEW HEALTH CARE CENTER	19 NH ROUTE 104
305045	PLEASANT VIEW CENTER, GENESIS HEALTHCARE	239 PLEASANT STREET
305045	PLEASANT VIEW CENTER, GENESIS HEALTHCARE	239 PLEASANT STREET
305045	PLEASANT VIEW CENTER, GENESIS HEALTHCARE	239 PLEASANT STREET
305045	PLEASANT VIEW CENTER, GENESIS HEALTHCARE	239 PLEASANT STREET
305045	PLEASANT VIEW CENTER, GENESIS HEALTHCARE	239 PLEASANT STREET

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

MEREDITH	NH	03253	(603) 279-8111
----------	----	-------	----------------

CONCORD	NH	03301	(603) 224-6561
---------	----	-------	----------------

CONCORD	NH	03301	(603) 224-6561
---------	----	-------	----------------

CONCORD	NH	03301	(603) 224-6561
---------	----	-------	----------------

CONCORD	NH	03301	(603) 224-6561
---------	----	-------	----------------

CONCORD	NH	03301	(603) 224-6561
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

07/30/2009

09/01/2009

08/06/2008

09/18/2008

08/06/2008

09/18/2008

08/06/2008

09/18/2008

08/06/2008

09/18/2008

08/06/2008

09/18/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

mistreatment, neglect and abuse of residents and theft of residents' property.		harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305046	ROCKINGHAM COUNTY NURSING HOME	117 NORTH ROAD
305046	ROCKINGHAM COUNTY NURSING HOME	117 NORTH ROAD
305047	RIVERSIDE REST HOME	276 COUNTY FARM ROAD
305047	RIVERSIDE REST HOME	276 COUNTY FARM ROAD
305047	RIVERSIDE REST HOME	276 COUNTY FARM ROAD
305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

BRENTWOOD	NH	03833	(603) 679-5335
-----------	----	-------	----------------

BRENTWOOD	NH	03833	(603) 679-5335
-----------	----	-------	----------------

DOVER	NH	03820	(603) 742-1348
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-1348
-------	----	-------	----------------

DOVER	NH	03820	(603) 742-1348
-------	----	-------	----------------

LEBANON	NH	03766	(603) 448-2234
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

01/12/2009

02/26/2009

01/12/2009

02/26/2009

11/23/2010

11/23/2010

11/23/2010

11/23/2010

11/23/2010

11/23/2010

07/29/2008

08/31/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD
305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD
305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD
305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD
305050	LEBANON CENTER, GENESIS HEALTHCARE	RR #1 BOX 13K, 24 OLD ETNA ROAD
305054	CHESHIRE COUNTY HOME	201 RIVER ROAD
305054	CHESHIRE COUNTY HOME	201 RIVER ROAD
305054	CHESHIRE COUNTY HOME	201 RIVER ROAD
305054	CHESHIRE COUNTY HOME	201 RIVER ROAD

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

LEBANON	NH	03766	(603) 448-2234
LEBANON	NH	03766	(603) 448-2234
LEBANON	NH	03766	(603) 448-2234
LEBANON	NH	03766	(603) 448-2234
LEBANON	NH	03766	(603) 448-2234
WESTMORELAND	NH	03467	(603) 399-4912
WESTMORELAND	NH	03467	(603) 399-4912
WESTMORELAND	NH	03467	(603) 399-4912
WESTMORELAND	NH	03467	(603) 399-4912

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

07/29/2008

08/31/2008

07/29/2008

08/31/2008

07/29/2008

08/31/2008

07/29/2008

08/31/2008

07/29/2008

08/31/2008

05/15/2008

06/30/2008

05/15/2008

06/30/2008

10/28/2010

12/12/2010

10/28/2010

12/12/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Widespread	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Hire nurse aides who have completed required training and shown that they are skilled.	Pattern	Minimal harm or potential for actual harm
Have licensed, certified, or registered staff to give needed services.	Pattern	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Widespread	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause	Widespread	Immediate jeopardy to resident health or safety

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305054	CESHIRE COUNTY HOME	201 RIVER ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

WESTMORELAND	NH	03467	(603) 399-4912
--------------	----	-------	----------------

HAMPTON	NH	03842	(603) 926-4551
---------	----	-------	----------------

HAMPTON	NH	03842	(603) 926-4551
---------	----	-------	----------------

HAMPTON	NH	03842	(603) 926-4551
---------	----	-------	----------------

HAMPTON	NH	03842	(603) 926-4551
---------	----	-------	----------------

HAMPTON	NH	03842	(603) 926-4551
---------	----	-------	----------------

HAMPTON	NH	03842	(603) 926-4551
---------	----	-------	----------------

HAMPTON	NH	03842	(603) 926-4551
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

10/28/2010

12/12/2010

07/23/2009

09/04/2009

07/23/2009

09/04/2009

07/23/2009

09/04/2009

11/04/2009

12/14/2009

11/04/2009

02/02/2010

11/04/2009

02/02/2010

11/04/2009

02/02/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Listen to the resident or family groups or act on their complaints or suggestions.	Widespread	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Widespread	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Widespread	Minimal harm or potential for actual harm
1) Develop a complete care plan	Isolated	Minimal harm or potential for actual

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD

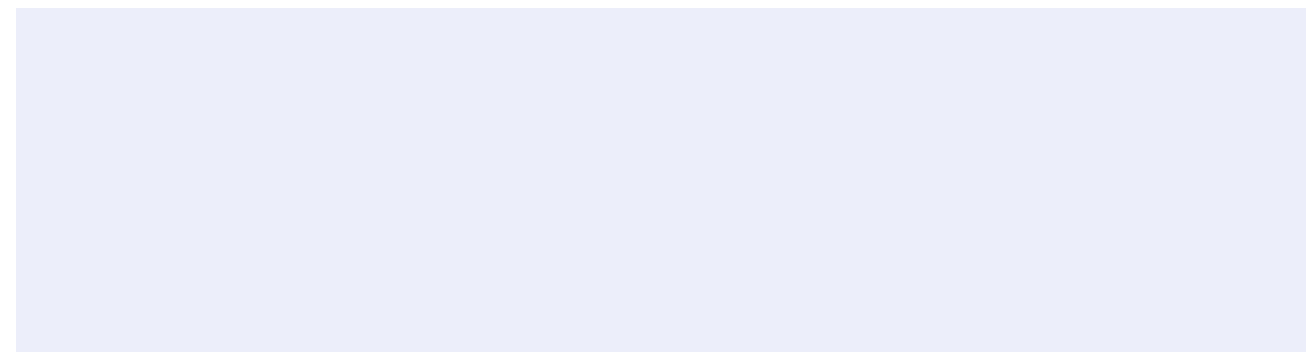
New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551

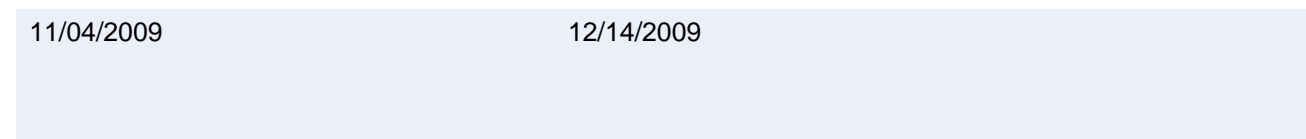
New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency



11/04/2009

02/02/2010



11/04/2009

12/14/2009

11/04/2009

02/02/2010



11/04/2009

02/02/2010

11/04/2009

12/14/2009

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Widespread	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

11/04/2009

12/14/2009

11/04/2009

12/14/2009

11/04/2009

12/14/2009

11/04/2009

02/02/2010

11/04/2009

02/02/2010

11/04/2009

02/02/2010

11/04/2009

12/14/2009

11/04/2009

02/02/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Widespread	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.	Widespread	Minimal harm or potential for actual harm
Make sure each resident has 1) at least one window to the outside in a room; 2) a room at or above ground level; 3) an adequate bed; 4) furniture that meets the resident's needs; or 5) enough closet space.	Isolated	Minimal harm or potential for actual harm
Have enough outside airflow.	Widespread	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305055	OCEANSIDE SKILLED NURSING AND REHABILITATION	22 TUCK ROAD
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
HAMPTON	NH	03842	(603) 926-4551
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165
BOSCAWEN	NH	03303	(603) 796-2165

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

11/04/2009

12/14/2009

11/04/2009

02/02/2010

12/08/2009

01/01/1900

08/06/2009

09/04/2009

08/06/2009

09/04/2009

08/06/2009

09/04/2009

08/06/2009

09/04/2009

01/26/2010

03/15/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Have a detailed, written plan for disasters and emergencies.	Widespread	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Widespread	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Widespread	Potential for minimal harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Make sure that residents who take drugs are not given too	Isolated	Actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

01/26/2010

03/15/2010

01/26/2010

03/15/2010

01/26/2010

03/15/2010

01/26/2010

03/15/2010

01/26/2010

03/15/2010

01/26/2010

03/15/2010

01/26/2010

03/15/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Make sure that residents are safe from serious medication errors.

Isolated

Actual harm

Properly mark drugs and other similar products.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Set up or keep a group of people to review and ensure quality.

Pattern

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Actual harm

Protect residents from

Pattern

Actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

		HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305056	MERRIMACK COUNTY NURSING HOME	325 DANIEL WEBSTER HIGHWAY
305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER STREET
305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER STREET

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

BOSCAWEN	NH	03303	(603) 796-2165
----------	----	-------	----------------

MANCHESTER	NH	03104	(603) 647-5900
------------	----	-------	----------------

MANCHESTER	NH	03104	(603) 647-5900
------------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

09/15/2010

11/08/2010

09/15/2010

11/08/2010

09/15/2010

11/08/2010

09/15/2010

11/08/2010

09/15/2010

11/08/2010

02/19/2008

03/28/2008

02/19/2008

03/28/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

mistreatment, neglect, and/or
theft of personal property.

Give professional services that
follow each resident's written care
plan.

Isolated

Minimal harm or potential for actual
harm

Give professional services that
meet a professional standard of
quality.

Isolated

Minimal harm or potential for actual
harm

Keep accurate and appropriate
medical records.

Isolated

Minimal harm or potential for actual
harm

Protect each resident from all
abuse, physical punishment, and
being separated from others.

Isolated

Actual harm

Let the resident refuse treatment
or refuse to take part in an
experiment.

Isolated

Actual harm

Protect residents from
mistreatment, neglect, and/or
theft of personal property.

Isolated

Actual harm

1) Develop a complete care plan
within 7 days of each resident's
admission; 2) prepare a care plan
with the care team, including the
primary nurse, doctor, resident or
resident's family or
representative; or 3) check and

Isolated

Minimal harm or potential for actual
harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER STREET
305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER STREET
305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER STREET
305057	COURVILLE AT MANCHESTER	44 WEST WEBSTER STREET
305058	SALEMHAVEN	23 GEREMONTY DRIVE
305058	SALEMHAVEN	23 GEREMONTY DRIVE
305058	SALEMHAVEN	23 GEREMONTY DRIVE
305058	SALEMHAVEN	23 GEREMONTY DRIVE

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

MANCHESTER	NH	03104	(603) 647-5900
------------	----	-------	----------------

MANCHESTER	NH	03104	(603) 647-5900
------------	----	-------	----------------

MANCHESTER	NH	03104	(603) 647-5900
------------	----	-------	----------------

MANCHESTER	NH	03104	(603) 647-5900
------------	----	-------	----------------

SALEM	NH	03079	(603) 893-5586
-------	----	-------	----------------

SALEM	NH	03079	(603) 893-5586
-------	----	-------	----------------

SALEM	NH	03079	(603) 893-5586
-------	----	-------	----------------

SALEM	NH	03079	(603) 893-5586
-------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

02/19/2008

03/28/2008

02/19/2008

03/28/2008

02/19/2008

03/28/2008

02/19/2008

03/28/2008

07/15/2009

07/31/2009

08/23/2010

09/20/2010

08/23/2010

09/20/2010

08/23/2010

09/20/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

update the care plan.

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
---	----------	---

Use a registered nurse at least 8 hours a day, 7 days a week.	Widespread	Minimal harm or potential for actual harm
---	------------	---

Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Minimal harm or potential for actual harm
--	----------	---

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
--	----------	---

Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
---	----------	---

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
---	----------	---

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
--	----------	---

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm
---	----------	---

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305058	SALEMHAVEN	23 GEREMONTY DRIVE
305059	PHEASANT WOOD CARE AND REHABILITATION CENTER	50 PHEASANT ROAD
305059	PHEASANT WOOD CARE AND REHABILITATION CENTER	50 PHEASANT ROAD
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

SALEM	NH	03079	(603) 893-5586
-------	----	-------	----------------

PETERBOROUGH	NH	03458	(603) 924-7267
--------------	----	-------	----------------

PETERBOROUGH	NH	03458	(603) 924-7267
--------------	----	-------	----------------

BEDFORD	NH	03110	(603) 625-6462
---------	----	-------	----------------

BEDFORD	NH	03110	(603) 625-6462
---------	----	-------	----------------

BEDFORD	NH	03110	(603) 625-6462
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

08/23/2010

09/20/2010

10/27/2010

11/18/2010

10/27/2010

11/18/2010

11/05/2008

11/09/2008

11/06/2008

11/09/2008

11/06/2008

11/09/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Fire Safety

Building Service Equipment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors visit residents regularly, as required.	Isolated	Minimal harm or potential for actual harm
restrictions on the use of portable space heaters.	Isolated	Minimal harm or potential for actual harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Pattern	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305060	BEDFORD HILLS CARE AND REHABILITATION CENTER	30 COLBY COURT
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

BEDFORD	NH	03110	(603) 625-6462
---------	----	-------	----------------

BEDFORD	NH	03110	(603) 625-6462
---------	----	-------	----------------

BEDFORD	NH	03110	(603) 625-6462
---------	----	-------	----------------

BEDFORD	NH	03110	(603) 625-6462
---------	----	-------	----------------

BEDFORD	NH	03110	(603) 625-6462
---------	----	-------	----------------

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

06/24/2009

07/25/2009

11/02/2010

11/30/2010

11/02/2010

11/30/2010

11/02/2010

11/30/2010

11/02/2010

11/30/2010

08/24/2010

10/01/2010

08/24/2010

10/01/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

08/24/2010

10/01/2010

08/24/2010

10/01/2010

08/24/2010

10/01/2010

08/24/2010

10/01/2010

08/24/2010

10/01/2010

02/23/2011

04/01/2011

02/23/2011

04/01/2011

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
--	---------	---

Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
--	----------	-------------

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
---	----------	---

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
---	----------	---

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
---	----------	-------------

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
---	----------	---

Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm
---	----------	---

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
--------	---	------------------

305061	CRESTWOOD CARE AND REHABILITATION CENTER	40 CROSBY STREET
--------	---	------------------

305063	PRESIDENTIAL OAKS	200 PLEASANT STREET
--------	-------------------	------------------------

305063	PRESIDENTIAL OAKS	200 PLEASANT STREET
--------	-------------------	------------------------

305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
--------	---	-------------

305065	APPLEWOOD CARE AND REHABILITATION	8 SNOW ROAD
--------	-----------------------------------	-------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

MILFORD	NH	03055	(603) 673-7061
---------	----	-------	----------------

CONCORD	NH	03301	(603) 225-6644
---------	----	-------	----------------

CONCORD	NH	03301	(603) 225-6644
---------	----	-------	----------------

WINCHESTER	NH	03470	(603) 239-6355
------------	----	-------	----------------

WINCHESTER	NH	03470	(603) 239-6355
------------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

02/23/2011

04/01/2011

02/23/2011

04/01/2011

12/08/2008

01/16/2009

12/08/2008

01/16/2009

12/13/2010

12/29/2010

12/13/2010

12/29/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

quality.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
--	----------	---

Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
--	----------	---

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
--	----------	---

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
--	----------	---

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
--	----------	---

Protect residents from	Isolated	Immediate jeopardy to resident health or
------------------------	----------	--

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

CENTER		
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD
305065	APPLEWOOD CARE AND REHABILITATION CENTER	8 SNOW ROAD

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

WINCHESTER	NH	03470	(603) 239-6355
------------	----	-------	----------------

WINCHESTER	NH	03470	(603) 239-6355
------------	----	-------	----------------

WINCHESTER	NH	03470	(603) 239-6355
------------	----	-------	----------------

WINCHESTER	NH	03470	(603) 239-6355
------------	----	-------	----------------

WINCHESTER	NH	03470	(603) 239-6355
------------	----	-------	----------------

WINCHESTER	NH	03470	(603) 239-6355
------------	----	-------	----------------

WINCHESTER	NH	03470	(603) 239-6355
------------	----	-------	----------------

WINCHESTER	NH	03470	(603) 239-6355
------------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

12/13/2010	12/29/2010
12/13/2010	12/29/2010
12/13/2010	12/29/2010
12/13/2010	12/29/2010
12/13/2010	12/29/2010
12/13/2010	12/29/2010
12/13/2010	12/29/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

mistreatment, neglect, and/or theft of personal property.		safety
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305070	SAINT FRANCIS REHABILITATION AND NURSING CENTER	406 COURT STREET
305070	SAINT FRANCIS REHABILITATION AND NURSING CENTER	406 COURT STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

LACONIA	NH	03246	(603) 524-0466
---------	----	-------	----------------

LACONIA	NH	03246	(603) 524-0466
---------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

06/11/2009

07/10/2009

06/11/2009

07/10/2009

03/14/2008

04/23/2008

03/14/2008

04/23/2008

03/14/2008

04/23/2008

03/14/2008

04/23/2008

03/14/2008

04/23/2008

03/14/2008

04/23/2008

03/14/2008

04/23/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Immediate jeopardy to resident health or safety
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Widespread	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Immediate jeopardy to resident health or safety
Keep safe, clean and homelike surroundings.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

HEALTHCARE		
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

FRANKLIN	NH	03235	(603) 934-2541
----------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

03/14/2008

04/23/2008

03/14/2008

04/23/2008

03/14/2008

04/23/2008

03/14/2008

04/23/2008

03/14/2008

04/23/2008

03/14/2008

04/23/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

follow each resident's written care plan.		harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Widespread	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Get services outside the nursing home that meet professional	Widespread	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305075	MOUNTAIN RIDGE CENTER, GENESIS HEALTHCARE	7 BALDWIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANKLIN	NH	03235	(603) 934-2541
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

03/14/2008

04/23/2008

03/14/2008

04/23/2008

07/15/2008

08/15/2008

07/15/2008

08/15/2008

11/18/2008

01/09/2009

11/18/2008

01/09/2009

11/18/2008

01/09/2009

11/18/2008

01/09/2009

11/18/2008

01/09/2009

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Fire Safety

Corridor Walls and Doors Deficiencies

Fire Safety

Smoke Compartmentation and Control Deficiencies

Fire Safety

Smoke Compartmentation and Control Deficiencies

Fire Safety

Hazardous Area Deficiencies

Fire Safety

Automatic Sprinkler Systems Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

standards.		
Choose a doctor to be the medical director.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Widespread	Minimal harm or potential for actual harm
corridor and hallway doors that block smoke.	Pattern	Minimal harm or potential for actual harm
walls or barriers that prevent smoke from passing through and would resist fire for at least one hour.	Isolated	Minimal harm or potential for actual harm
smoke barrier doors that can resist smoke for at least 20 minutes.	Isolated	Minimal harm or potential for actual harm
construction that can resist fire for one hour or an approved fire extinguishing system.	Isolated	Minimal harm or potential for actual harm
an approved automatic sprinkler system connected to the fire alarm system.	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305077	LAFAYETTE CENTER, GENESIS HEALTHCARE	93 MAIN STREET
305078	HARRIS HILL CENTER, GENESIS HEALTHCARE	20 MAITLAND STREET
305078	HARRIS HILL CENTER, GENESIS HEALTHCARE	20 MAITLAND STREET
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
FRANCONIA	NH	03580	(603) 823-5502
CONCORD	NH	03301	(603) 224-1319
CONCORD	NH	03301	(603) 224-1319
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

11/18/2008	02/28/2009
11/18/2008	01/09/2009
11/18/2008	01/09/2009
11/18/2008	07/03/2008
01/08/2009	02/20/2009
01/08/2009	02/20/2009
07/08/2008	08/22/2008
07/08/2008	08/22/2008
08/14/2008	09/30/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Fire Safety	Furnishings and Decorations Deficiencies
Fire Safety	Building Construction Deficiencies
Fire Safety	Electrical Deficiencies
Fire Safety	Automatic Sprinkler Systems Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Resident Assessment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

exits that are free from obstructions and can be used at all times.	Pattern	Minimal harm or potential for actual harm
fire-resistant Interior walls.	Isolated	Minimal harm or potential for actual harm
properly installed electrical wiring and equipment.	Isolated	Minimal harm or potential for actual harm
back-up procedures in place for a faulty automatic sprinkler system.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

VALLEY HIGHWAY		
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK VALLEY HIGHWAY
305080	EPSOM HEALTHCARE CENTER	901 SUNCOOK

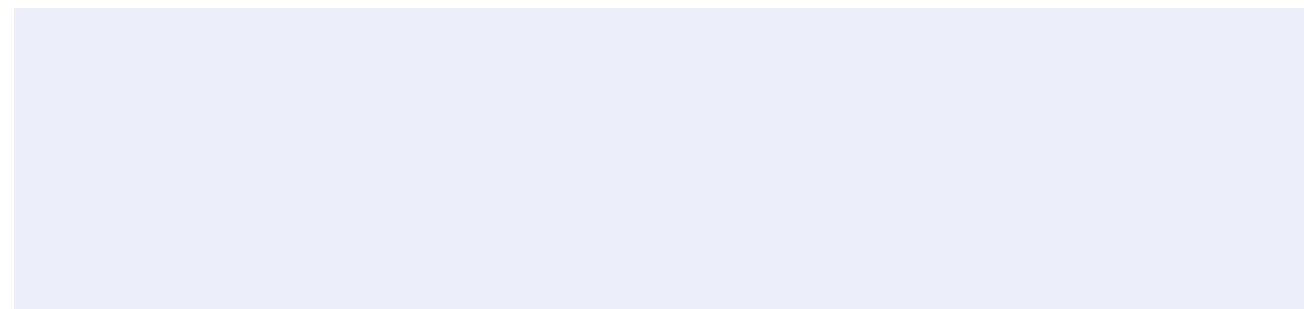
New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772
EPSOM	NH	03234	(603) 736-4772

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency



12/08/2008

12/09/2008

05/07/2009

06/21/2009

05/07/2009

06/21/2009

05/07/2009

06/21/2009

05/07/2009

06/21/2009

05/07/2009

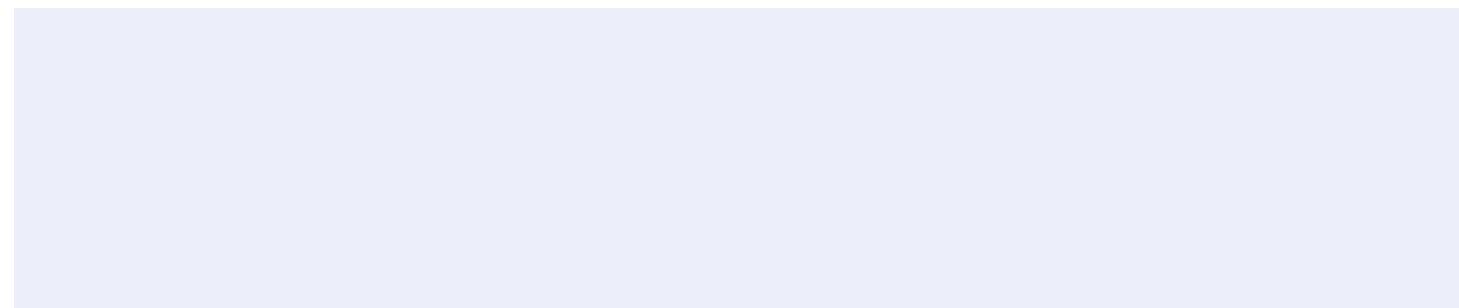
06/21/2009

05/07/2009

06/21/2009

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency



Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.		harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.	Isolated	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated	Minimal harm or potential for actual harm
Make sure that all needed doctor visits are made personally by a doctor, as required.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal	Isolated	Minimal harm or potential for actual

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

VALLEY HIGHWAY

305082	CLIPPER HARBOR OF PORTSMOUTH CARE AND REHABILITATI	188 JONES AVENUE
--------	---	------------------

305082	CLIPPER HARBOR OF PORTSMOUTH CARE AND REHABILITATI	188 JONES AVENUE
--------	---	------------------

305083	WOLFEBORO BAY CARE AND REHABILITATION CENTER	39 CLIPPER DRIVE
--------	---	------------------

305083	WOLFEBORO BAY CARE AND REHABILITATION CENTER	39 CLIPPER DRIVE
--------	---	------------------

305083	WOLFEBORO BAY CARE AND REHABILITATION CENTER	39 CLIPPER DRIVE
--------	---	------------------

305083	WOLFEBORO BAY CARE AND REHABILITATION CENTER	39 CLIPPER DRIVE
--------	---	------------------

305083	WOLFEBORO BAY CARE AND	39 CLIPPER DRIVE
--------	------------------------	------------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

PORTSMOUTH	NH	03801	(603) 431-2530
------------	----	-------	----------------

PORTSMOUTH	NH	03801	(603) 431-2530
------------	----	-------	----------------

WOLFEBORO	NH	03894	(603) 569-3950
-----------	----	-------	----------------

WOLFEBORO	NH	03894	(603) 569-3950
-----------	----	-------	----------------

WOLFEBORO	NH	03894	(603) 569-3950
-----------	----	-------	----------------

WOLFEBORO	NH	03894	(603) 569-3950
-----------	----	-------	----------------

WOLFEBORO	NH	03894	(603) 569-3950
-----------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

02/10/2011

03/22/2011

02/10/2011

03/22/2011

12/07/2010

12/14/2010

12/07/2010

12/14/2010

12/07/2010

12/14/2010

12/07/2010

12/14/2010

12/07/2010

12/14/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

representative the same rights as the resident.		harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Immediate jeopardy to resident health or safety
Protect residents from mistreatment, neglect, and/or theft of personal property.	Widespread	Immediate jeopardy to resident health or safety
Give professional services that follow each resident's written care plan.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that	Widespread	Minimal harm or potential for actual

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

REHABILITATION CENTER

305083	WOLFEBORO BAY CARE AND REHABILITATION CENTER	39 CLIPPER DRIVE
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

WOLFEBORO	NH	03894	(603) 569-3950
-----------	----	-------	----------------

KEENE	NH	03431	(603) 357-3902
-------	----	-------	----------------

KEENE	NH	03431	(603) 357-3902
-------	----	-------	----------------

KEENE	NH	03431	(603) 357-3902
-------	----	-------	----------------

KEENE	NH	03431	(603) 357-3902
-------	----	-------	----------------

KEENE	NH	03431	(603) 357-3902
-------	----	-------	----------------

KEENE	NH	03431	(603) 357-3902
-------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

12/07/2010

12/14/2010

09/22/2010

11/01/2010

09/22/2010

11/01/2010

09/22/2010

11/01/2010

09/22/2010

11/01/2010

09/22/2010

11/01/2010

09/22/2010

11/01/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Nutrition and Dietary Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

leads to the highest possible level of well being for each resident.		harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Get doctor orders for the resident's immediate care when admitted.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide a final summary of the resident's health status and a summary of the resident's stay, when the resident is ready to leave the nursing home.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in	Widespread	Minimal harm or potential for actual

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
--------	--------------------------------	-------------------

305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
--------	--------------------------------	-------------------

305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
--------	--------------------------------	-------------------

305085	LANGDON PLACE OF KEENE NURSING	136 A ARCH STREET
--------	--------------------------------	-------------------

305087	MOUNTAIN VIEW NURSING HOME	10 COUNTY FARM RD
--------	----------------------------	-------------------

305087	MOUNTAIN VIEW NURSING HOME	10 COUNTY FARM RD
--------	----------------------------	-------------------

305087	MOUNTAIN VIEW NURSING HOME	10 COUNTY FARM RD
--------	----------------------------	-------------------

305087	MOUNTAIN VIEW NURSING HOME	10 COUNTY FARM RD
--------	----------------------------	-------------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

KEENE	NH	03431	(603) 357-3902
-------	----	-------	----------------

KEENE	NH	03431	(603) 357-3902
-------	----	-------	----------------

KEENE	NH	03431	(603) 357-3902
-------	----	-------	----------------

KEENE	NH	03431	(603) 357-3902
-------	----	-------	----------------

OSSIPEE	NH	03864	(603) 539-7511
---------	----	-------	----------------

OSSIPEE	NH	03864	(603) 539-7511
---------	----	-------	----------------

OSSIPEE	NH	03864	(603) 539-7511
---------	----	-------	----------------

OSSIPEE	NH	03864	(603) 539-7511
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

09/22/2010

11/01/2010

09/22/2010

11/01/2010

09/22/2010

11/01/2010

09/22/2010

11/01/2010

11/30/2010

01/11/2011

11/30/2010

01/11/2011

11/30/2010

01/11/2011

11/30/2010

01/11/2011

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

a safe and clean way.		harm
Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
--------	------------------------------	-----------------

305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
--------	------------------------------	-----------------

305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
--------	------------------------------	-----------------

305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
--------	------------------------------	-----------------

305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
--------	------------------------------	-----------------

305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
--------	------------------------------	-----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

FREMONT	NH	03044	(603) 895-3126
---------	----	-------	----------------

FREMONT	NH	03044	(603) 895-3126
---------	----	-------	----------------

FREMONT	NH	03044	(603) 895-3126
---------	----	-------	----------------

FREMONT	NH	03044	(603) 895-3126
---------	----	-------	----------------

FREMONT	NH	03044	(603) 895-3126
---------	----	-------	----------------

FREMONT	NH	03044	(603) 895-3126
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

02/21/2008

04/06/2008

02/21/2008

04/06/2008

02/21/2008

04/06/2008

02/21/2008

04/06/2008

02/21/2008

04/06/2008

11/13/2008

12/12/2008

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

schedules and health care according to his or her interests, assessment, and plan of care.		
Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Pattern	Potential for minimal harm
Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Pattern	Potential for minimal harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors visit residents regularly, as required.	Isolated	Minimal harm or potential for actual harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and	Widespread	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
305091	COLONIAL POPLIN NURSING HOME	442 MAIN STREET
305092	HILLSBORO HOUSE NURSING HOME	PO BOX 400 67 SCHOOL STREET
305092	HILLSBORO HOUSE NURSING HOME	PO BOX 400 67 SCHOOL STREET
305094	MORRISON NURSING HOME	2-6 TERRACE STREET
305095	AURORA SENIOR LIVING OF DERRY, LLC	20 CHESTER ROAD
305095	AURORA SENIOR LIVING OF DERRY, LLC	20 CHESTER ROAD
305095	AURORA SENIOR LIVING OF DERRY, LLC	20 CHESTER ROAD

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

FREMONT	NH	03044	(603) 895-3126
---------	----	-------	----------------

FREMONT	NH	03044	(603) 895-3126
---------	----	-------	----------------

HILLSBORO	NH	03244	(603) 464-5561
-----------	----	-------	----------------

HILLSBORO	NH	03244	(603) 464-5561
-----------	----	-------	----------------

WHITEFIELD	NH	03598	(603) 837-2541
------------	----	-------	----------------

DERRY	NH	03038	(603) 432-3801
-------	----	-------	----------------

DERRY	NH	03038	(603) 432-3801
-------	----	-------	----------------

DERRY	NH	03038	(603) 432-3801
-------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

11/13/2008

12/12/2008

11/13/2008

12/12/2008

05/06/2008

08/31/2008

06/10/2009

07/02/2009

10/28/2010

12/31/2010

09/24/2009

10/31/2009

09/24/2009

10/31/2009

09/24/2009

10/31/2009

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Fire Safety

Building Construction Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

the public.		
Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Widespread	Potential for minimal harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
a two-hour-resistant firewall in common walls.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Minimal harm or potential for actual harm

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305095	AURORA SENIOR LIVING OF DERRY, LLC	20 CHESTER ROAD
305100	FAIRVIEW NURSING HOME	203 LOWELL ROAD
305100	FAIRVIEW NURSING HOME	203 LOWELL ROAD
305100	FAIRVIEW NURSING HOME	203 LOWELL ROAD
305100	FAIRVIEW NURSING HOME	203 LOWELL ROAD
305100	FAIRVIEW NURSING HOME	203 LOWELL ROAD
305101	BELKNAP COUNTY NURSING HOME	30 COUNTY DRIVE
305101	BELKNAP COUNTY NURSING HOME	30 COUNTY DRIVE

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

DERRY	NH	03038	(603) 432-3801
-------	----	-------	----------------

HUDSON	NH	03051	(603) 882-5261
--------	----	-------	----------------

HUDSON	NH	03051	(603) 882-5261
--------	----	-------	----------------

HUDSON	NH	03051	(603) 882-5261
--------	----	-------	----------------

HUDSON	NH	03051	(603) 882-5261
--------	----	-------	----------------

HUDSON	NH	03051	(603) 882-5261
--------	----	-------	----------------

LACONIA	NH	03246	(603) 527-5410
---------	----	-------	----------------

LACONIA	NH	03246	(603) 527-5410
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

09/24/2009

10/31/2009

05/29/2008

07/07/2008

05/29/2008

07/07/2008

06/04/2009

07/19/2009

06/04/2009

07/19/2009

06/04/2009

07/19/2009

11/03/2010

12/03/2010

11/03/2010

12/03/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

305101

BELKNAP COUNTY NURSING HOME

30 COUNTY DRIVE

305101

BELKNAP COUNTY NURSING HOME

30 COUNTY DRIVE

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

LACONIA	NH	03246	(603) 527-5410
---------	----	-------	----------------

LACONIA	NH	03246	(603) 527-5410
---------	----	-------	----------------

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

11/03/2010

12/03/2010

11/03/2010

12/03/2010

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

New Hampshire Nursing Home Complaint Deficiency

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.

harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm